

Docket #97-80
TSR44

9/13/2007 10:03:09 AM - Email Acknowledgement sent to omalleycpa@comcast.net.

omalleycpa@comcast.net wrote on 9/12/2007 9:22:27 PM :

Kathryn A. O'Malley (omalleycpa@comcast.net) writes:

Dear Mr. Martin:

I saw an article in the paper yesterday that the FCC wants to force the cable providers to provide service to analog customers. I heartily applaud the FCC for this action.

In July 2007 I was contacted by Comcast, my cable provider, and told they had to come to my home and swap out my converter box. They didn't show up when I expected them and so when they arrived I was not available. My daughter called me and I said they could make the swap.

The long and short of this is, when I got home I found they had removed my analog box and hooked the cable directly to the television set. Unfortunately, this is an old TV set and is not cable-ready. I could only get three local channels and The Weather Channel on a set that used to receive 99 channels with an analog converter box.

When I called to complain they sent a technician out and after two plus hours trying to get a digital box to work, he gave up and said I'd just have to live with the three channels the set now receives. They refused to give me back the analog box.

Please hold the cable companies feet to the fire. While I can well afford to go out and buy a cable ready set, there are a lot of people out there who don't have that option.

Please let me know if ther is anything I can do to help on this issue.

Very truly yours,

Kathryn A. O'Malley

Server protocol: HTTP/1.1
Remote host: 192.104.54.5
Remote IP address: 192.104.54.5

FILED/ACCEPTED
OCT 2 - 2007
Federal Communications Commission
Office of the Secretary